

## PROGRAM OPERATIONAL REQUIREMENTS FOR THE CALIFORNIA HOME VISITING PROGRAM

### **Purpose**

The California Home Visiting Program (CHVP) Local Health Jurisdiction (LHJ) sites must meet all objectives and complete each of the required intervention activities stated in the Scope of Work (SOW) in order to remain in compliance with the contract agreement. The Program Operational Requirements outlines additional information and specifics to assist each LHJ site in completing activities, meeting objectives defined in the SOW, and implementing program activities with quality and fidelity to the home visiting model. The Program Operational Requirements are considered supplemental information to the SOW which contains federally mandated requirements. LHJ's ability to meet and maintain CHVP goals and objectives will affect future LHJ funding.

### **Background Information**

The delivery of home visiting services addresses the diverse needs of children and families in communities at risk and provides an unprecedented opportunity for collaboration and partnership at the federal, state, and community levels to improve health and developmental outcomes for at-risk children through evidence-based home visiting programs.

The California Department of Public Health/Maternal, Child and Adolescent Health (CDPH/MCAH) Division selected two evidence-based home visiting models for implementation in California: Nurse-Family Partnership (NFP) and Healthy Families America (HFA). Selection of these models was based on findings from the Home Visiting Evidence of Effectiveness Review (HomVEE) Study that gave NFP and HFA the most favorable ratings for primary and secondary outcomes in the benchmark areas.

LHJ sites are responsible for administering the CHVP in accordance with model fidelity, the requirements stated in the SOW, Operational Requirements, and the current CHVP Policies and Procedures. LHJ site staff is responsible for being knowledgeable of all CHVP program components, CHVP Data Collection and ETO User manuals, and the CHVP Policies and Procedures for LHJ sites, NFP model or HFA model, as well as the CHVP measures for the federal benchmark constructs, found on the CHVP website: <http://cdph.ca.gov/programs/mcah/Pages/HVP-HomePage.aspx>.

## **CHVP PROGRAM REQUIREMENTS RELATED TO THE SCOPE OF WORK**

### **The Program Quality (PQ) Teams**

CHVP established PQ teams, consisting of Program Consultants to lead and support each LHJ to ensure: model fidelity, creation of continuous quality improvement (CQI) measures, training and technical assistance and timely and accurate reporting.

### **Site Visits and Technical Assistance**

CHVP will perform formal and/or informal site visits at their discretion. LHJ sites are required to participate in CHVP site visits and allow CHVP Teams access to program-related records, participant records, and observe home visiting activities.

### **Progress Reports**

- LHJ site will prepare three Status Reports in accordance with the information and

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### PROGRAM OPERATIONAL REQUIREMENTS FOR THE CALIFORNIA HOME VISITING PROGRAM format provided by CHVP.

- LHJ site must submit one copy of the Status Report, via email, in CHVP format, to [CA-MCAH-HomeVisiting@cdph.ca.gov](mailto:CA-MCAH-HomeVisiting@cdph.ca.gov) and to your Program Consultant by the due date stated below. LHJ site's failure to submit the Status Report in a timely manner may jeopardize the site's future funding. CHVP reserves the right to require additional components in the Status Report.

Reporting	From	To	Due Date
Status Report	July 1	October 31	November 30
Status Report	November 14	February 28	March 31
Status Report	March 1	June 30	July 30

### Additional Reports

- LHJ site will be required to respond as necessary to any ad hoc and/or final reports as designated by CHVP.
- LHJ site shall submit a "Staffing Report," with each Status Report reflecting any change in personnel or percentage of effort, and staff leave of absence of 4 weeks or more. Prior approval from CHVP is required for changes in staffing patterns that deviate from the original contract agreement and standard model staffing requirements.

### Program Letters

Any clarification related to the SOW including this Program Operational Requirement will be communicated to the LHJ site via a CHVP Policy Alert Letter.

### Performance and Accountability

LHJ site must comply with deliverables as outlined in the SOW and may receive technical assistance from CHVP, if needed. In addition, CHVP reserves the right to require a Corrective Action Plan from the LHJ site. LHJ sites must contact their CHVP Program Consultant to request assistance from CHVP as soon as concerns regarding meeting deliverables are identified.

### CHVP PROGRAM REQUIREMENTS ON IMPLEMENTATION

The following actions must be implemented:

#### Contract Agreements at the Local, State, and National Level

LHJ site must have a current contract agreement or affiliation with either national model (NFP or HFA) to fully implement a CHVP. Before an LHJ approaches the national models for contract agreement, the site is required to collaborate and receive approval from CHVP. A copy of the most recent contract agreement, approved affiliation or accreditation agreement from the NFP National Service Office (NSO) or the Prevent Child Abuse America (PCAA) National Office (NO) must be kept on file and made available upon request by CHVP. LHJ site must regularly inform the assigned CHVP Program Consultant regarding the contract status or any changes from NFP NSO or accreditation status from PCAA NO.

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LHJ site must comply with NFP or HFA requirements for program implementation of the national program model (NFP or HFA). LHJ site organizational structure must be prepared to assume the capacity to house the service and manage the hiring, supervision, and payment of all personnel and ensure general fiscal stability. LHJ sites must comply with the following requirements:

**For NFP Sites Only:** MCAH Director will support the collaboration of the assigned CHVP Program Consultants (PC) with the NFP NSO designated Nurse Consultant Manager (NCM). The MCAH Director will include the CHVP-PC's role in the LHJ/NFP Implementation Agreement (contract) which includes:

- Ongoing collaboration;
- Support to the MCAH Director and/or their designee as specified in the contract between the LHJ and NFP;
- Ongoing coaching and consultation; conduct education sessions as appropriate to help nurse supervisors and nurse home visitors improve their knowledge, skills and abilities to implement the program with high quality and fidelity to the model in collaboration with NFP's NCM;
- Provide education and support to MCAH Directors, nurse supervisors, and nurse home visitors on specific topics as reasonably requested by NFP in collaboration with NFP NCM;
- Monitor ongoing quality improvement;
- Assist in delivering appropriate continuing education in collaboration with NFP NCM;
- Continually assist MCAH Director to help nurse supervisors meet NFP professional development requirements as specified in the NFP Policies and Procedures (P&Ps) in collaboration with NFP NCM;
- Assist NFP NCM in mentoring nurse supervisors in their administrative and clinical roles;
- Foster communication of successful practices and mutual problem solving among nurse home visitors at LHJs; and
- Keep NFP informed of implementation issues that arise with any LHJ. Work with the NFP NCM to facilitate visits, not less than quarterly, between NFP's NCM and nurse supervisors. The NFP NCM shall meet with nurse supervisors at least quarterly.

The above stated terms must be established in the contractual agreement between each NFP LHJ and the NFP NSO.

In order to implement the program with fidelity to the models, LHJ site shall share experiences learned and program improvement with other LHJ entities that are implementing the NFP or HFA models through CHVP coordinated meetings and teleconferences. If issues or difficulties arise regarding home visiting program implementation, the LHJ site must contact the assigned CHVP Program Consultant. Other responsibilities include:

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- LHJ shall implement the Home Visiting Program in accordance with model fidelity.
- LHJ staff shall demonstrate a level of competence in the skills related to Home Visiting including assessments, interventions, referrals and follow-up.
- LHJ staff for each site shall ensure that the assigned CHVP Program Consultant is involved in the process of program implementation and accreditation.
- CHVP Home Visitors shall collect required data on family visits, and the Home Visiting Supervisor will ensure that this data is entered into the CHVP ETO data system within seven working days of the client visit, (see SOW, Objective 1.8) taking all appropriate steps to maintain client confidentiality.
- LHJ staff will obtain agreement from CHVP Branch before reporting CHVP data to anyone other than CHVP. LHJ will send copies to CHVP of all reports submitted to NFP NSO or PCAA NO.
- CHVP reserves the right to access all collected data and establishes CHVP ownership of CHVP uniquely-defined data content and functionality.

### CHVP MEETINGS AND TRAINING REQUIREMENTS

LHJ site is required to participate in CHVP meetings, workgroups, and trainings directed by CHVP. LHJ site is responsible for staff members' receiving core training on NFP or HFA models and other CHVP required training. For additional information on training requirements:

- For a description of required training, current schedules and dates for NFP and HFA staff, refer to the CHVP website:  
<http://www.cdph.ca.gov/programs/mcah/Pages/HVP-HomePage.aspx>.
- For further information about NFP training requirements, refer to the NFP website:  
[http://www.nursefamilypartnership.org/assets/PDF/Policy/HV-Funding-Guidance/NFP\\_Core\\_Education](http://www.nursefamilypartnership.org/assets/PDF/Policy/HV-Funding-Guidance/NFP_Core_Education)
- For further information about HFA training requirements, refer to the HFA Self-Assessment Tool: <http://www.cdph.ca.gov/programs/mcah/Documents/MO-CHVP-2014-2016-HFABestPracticeStandards.pdf>

#### Ongoing training

LHJ site is required to provide ongoing training to staff in topics which take into account the worker's knowledge, skill base, and needs. CHVP will collaborate with each LHJ site to determine needs and coordinate training.

Note: For new and expansion sites, LHJ shall keep on file proof of completion of all required core and follow-up trainings, and CHVP-required trainings of employed staff along with their curricula. Current staff training for the required reporting period must be documented in the Status Reports, annually.

### WORK SPACE AND EQUIPMENT

LHJ site shall provide necessary equipment and establish an optimal work space for

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program staff, including:

- appropriate telecommunication and computer equipment capabilities for staff use;
- access to LHJ site Policies and Procedures for easy reference; and
- easy access to community resources or agencies either electronically or on paper.

### **SPECIFIC REQUIREMENTS FOR THE MOTHER AND INFANT HOME VISITING PROGRAM EVALUATION (MIHOPE)**

The Affordable Care Act of 2010 required the U.S. Department of Health and Human Services (USDHHS) to evaluate the federal Maternal, Infant, and Early Childhood Home Visiting (MIECHV) Program. USDHHS contracted with MDRC, James Bell & Associates, Johns Hopkins University, and Mathematica Policy Research to implement the Mother and Infant Home Visiting Program Evaluation (MIHOPE) to assess effectiveness of the home visiting models supported by MIECHV across the country.

The national evaluation sample encompasses 85 sites in 12 states. California has been selected as a participating state and 6 sites (1 HFA and 5 NFP) have been identified. Within each site, 60 families will be randomly assigned to intervention and control groups.

Local Staff are required to:

- participate in interviews and surveys;
- provide program records;
- complete participation logs; and
- facilitate videotaping of home visits (performed by MIHOPE research staff on 9 families, 2 visits each).

MIHOPE Evaluation Staff will:

- enroll participant (including obtaining consent); and
- collect data (phone and in-person surveys and discussions).

In addition to surveys, home visitors and supervisors will complete logs regarding home visit content, supervision and training. Logs for home visits and supervision will be completed at the end of each week and training logs will be completed monthly. The logs will take approximately 5 minutes to complete.

Participants will receive a \$25 gift card for completing the baseline survey. Sites will receive \$22,000 to support staff participation in research activities which is available for use over the entire study duration.